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VICTIMS OF CRIME PROGRAM  
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**Coordinator's Fiscal Year 2009 Report**

Fiscal Year 2009 (July 1, 2008 through June 30, 2009) was a busy year for the Nevada Victims of Crime Program. We completed a comprehensive review and update of our policies, after conducting public hearings, and obtaining unprecedented public input from victim advocates, law enforcement, medical providers, mental health professionals, and others. We updated, and created several new forms, and an application that is simple, but thorough, allowing the VOCP to dramatically speed up the application review and approval process.

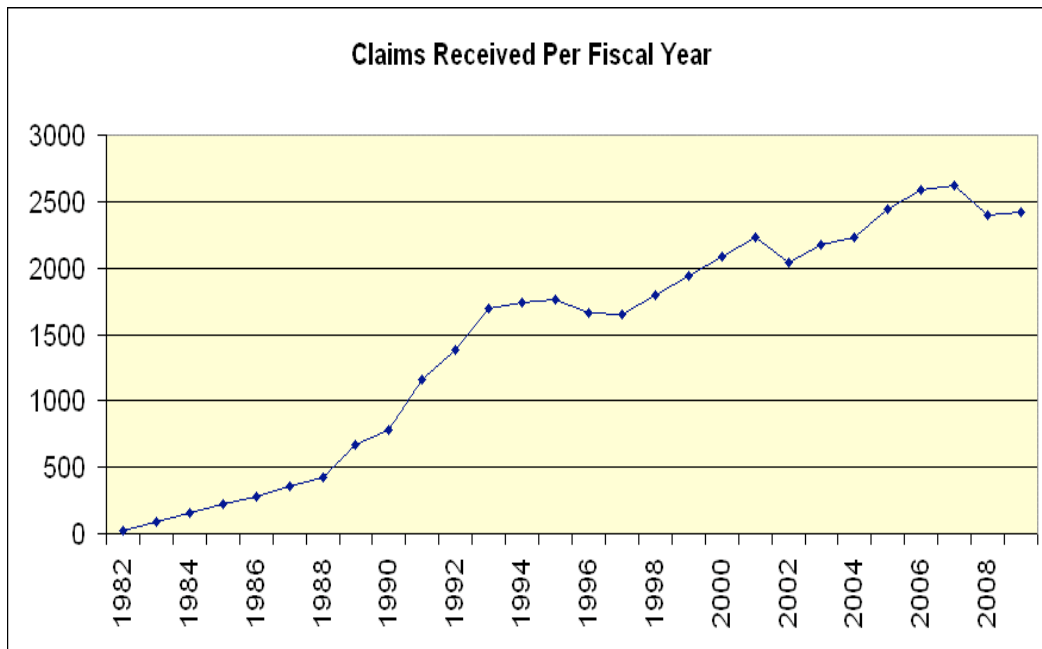
We launched a new website that provides exceptional access to information about the VOCP. Uniquely, the website is duplicated in Spanish. With our contractor, CCSI, we developed the VOCP "Vendor Portal" that allows medical, and other providers', immediate access to billing and claim status information. This has eliminated thousands of phone inquiries from vendors seeking claim and payment status from the VOCP staff.

This year the Nevada Legislature passed important victim legislation. AB 283 raises the statutory claim cap from \$50,000 up to \$150,000 for catastrophic injury claims. AB 116 requires law enforcement agencies to provide unredacted police reports within 10 days of our request. Section 2 of this new law also removes sexual assault and domestic violence crimes from contributory conduct considerations. AB 114 extends appeal times from 15 to 60 days. Unfortunately legislation to correct outdated claim payment language in NRS 217.260, and typographical errors in NRS 217.220, that affects pedestrian hit and run cases, failed to make it through shortened legislative deadlines.

During FY 2009 the VOCP satisfied **\$24,194,844.67** in victim medical bills and other crime related claims for **\$8,383,521.36** of authorized funding. This means victims received the equivalent of **\$15,837,557.65** of *additional* benefits over the actual VOCP budgeted expenditures. Approved victims had all of their approved, crime related bills paid. *No victim was left with any known crime related expenses when their claims were closed.* Virtually every medical provider, or other vendor, accepted VOCP payments in full satisfaction of every crime related expense, incurred by approved victims during the fiscal year.

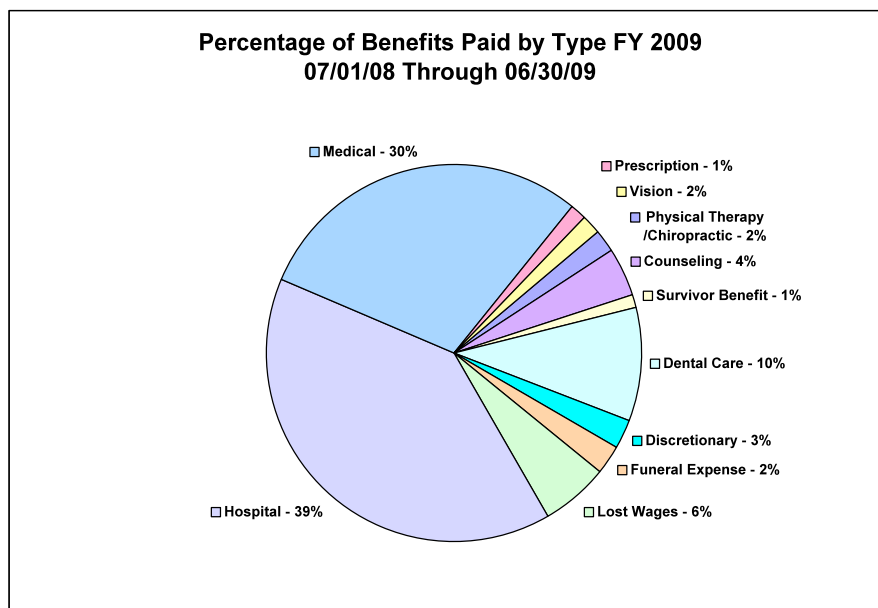
## 27 Years of Growth

The VOCP has seen caseload growth similar to the population growth in Nevada over the last 27 years. This chart shows the growth in applications from 1982 through FY 2009. We have the same number of staff today as we did in 1989, when the VOCP was established as a state agency.



## Benefits Paid

Hospital and medical bills constituted 69% of all victim payments in FY 2009. We satisfied nearly \$18 million in hospital and medical billings with just under \$5 million in fee-scheduled payments. The following chart shows the percentage of benefits paid by benefit type during the FY.



## Impact of Cost Containment Policies

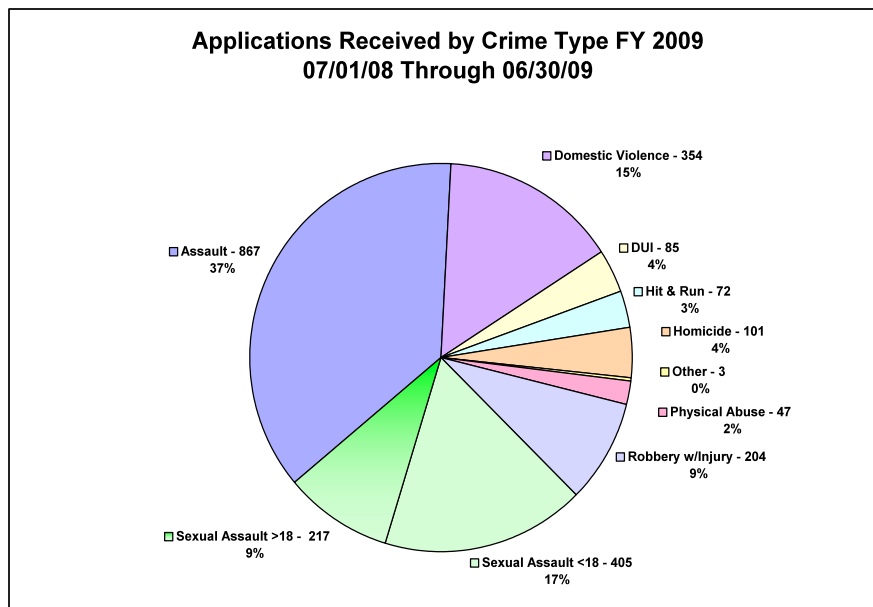
As this chart shows the VOCP satisfied **\$24,194,844.67** in victim medical bills and claims for **\$8,383,521.36** of available funding in FY 2009. Cost containment policies allowed for a total savings of **\$15,837,557.65** during this fiscal year.

Payment Amounts by Type for FY 2009				
Type of Expense	Number of Bills	Total Victim Bills Submitted	Amount Saved by Bill Review	Amount Paid to Providers
Medical - Hospital	1344	14,391,028.37	11,606,662.77	2,784,365.60
Medical - Other	3964	3,388,549.58	1,306,413.21	2,082,136.37
Dental	508	1,168,328.00	362,251.81	806,076.19
Counseling	1805	474,754.80	124,616.65	350,138.15
Lost Wages	386	471,817.61	1,333.00	470,484.61
Discretionary*	238	221,205.25	1,659.47	219,545.78
Funeral Expense	81	207,282.34	0.00	207,282.34
Chiropractic	373	178,297.18	60,024.28	118,272.90
Vision	183	158,816.65	25,969.45	132,847.20
Prescription	817	113,662.93	2,386.54	111,276.39
Survivor Benefits	91	95,158.00	0.00	95,158.00
Physical Therapy	140	92,127.72	42,422.88	49,704.84
4 <sup>th</sup> Qtr Payments	891	3,233,816.24	2,303,817.59	956,232.99
<b>Total Payments</b>	<b>10821</b>	<b>\$24,194,844.67</b>	<b>\$15,837,557.65</b>	<b>\$8,383,521.36</b>

\*Discretionary include: emergency relocations, crime scene clean up, childcare, mileage, etc.

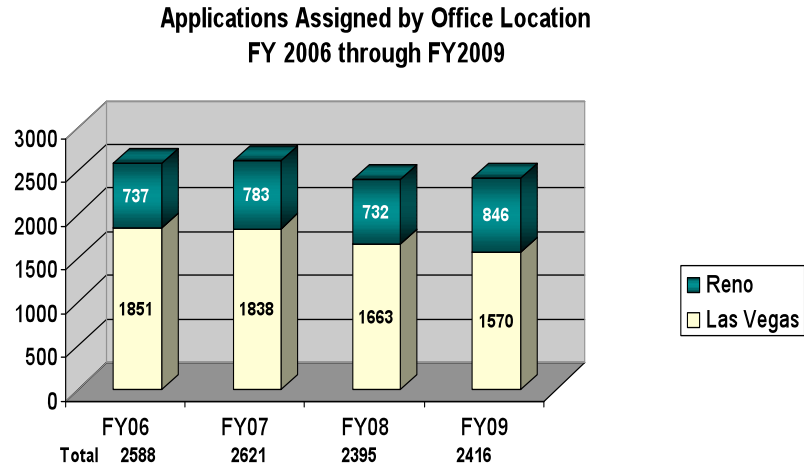
## Applications Received

The VOCP received **2,355** new applications during FY 2009. The following chart shows the number and percentage of applications received by crime type.



## Applications Assigned by Office Location

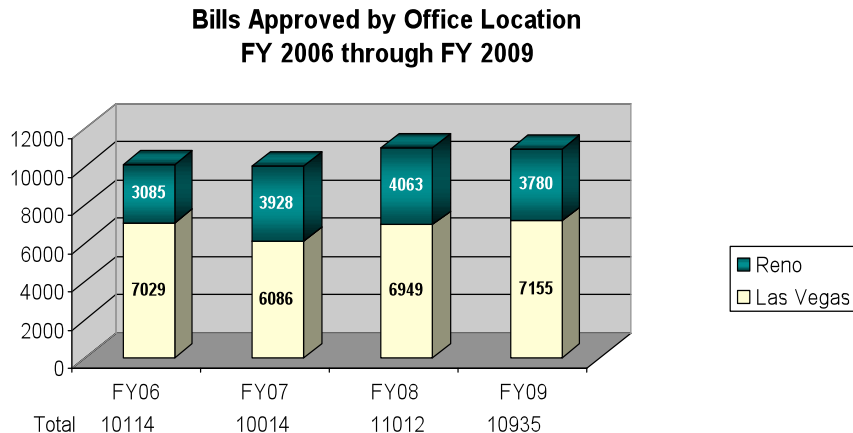
During FY 2009 the VOCP assigned **2,416** claims to Compensation Officers (note: the number of cases assigned will differ from new applications received during the FY because there is some database overlap from FY to FY). The Las Vegas office received **1,570** applications and the Reno office received **846** applications. The following chart shows the number of applications assigned by office since FY 2006.



## Bills Processed by Office Location

One of the most important activities of the VOCP is processing and paying the victim's medical bills, counseling bills, lost wages, and other benefits. We pay all outstanding medical bills incurred after claim acceptance, weekly. We pay all emergency room and other pre-acceptance claims by the end of each FY quarter.

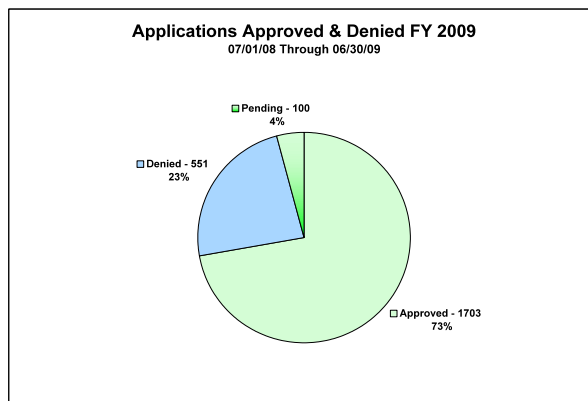
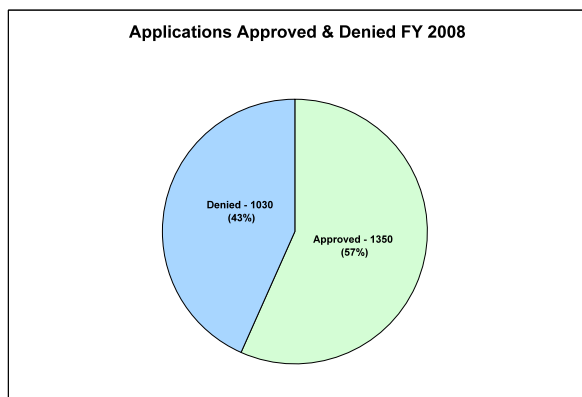
As the following chart shows, the number of medical and other bills has continued to increase over the last four fiscal years. This chart shows the number bills processed each year since FY 2006.



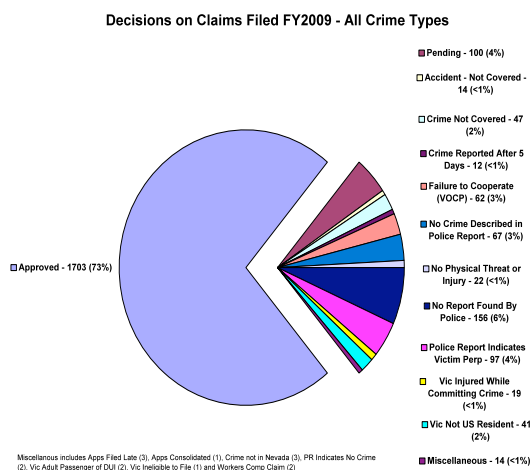
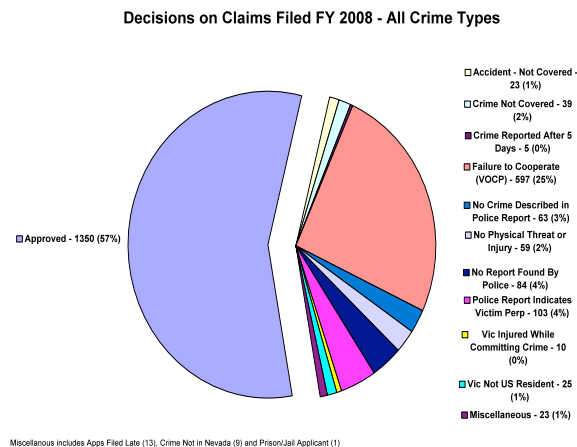
## Applications Approved and Denied

The following charts show the number of applications approved and denied for FYs 2008 and 2009. In FY 2008, 57% of applications were approved and 43% were denied.

New policies and procedures, and the new and improved VOCP application contributed to a substantial reduction in denials in the last year. In FY 2009 73% of applications were approved and only 23% were denied.

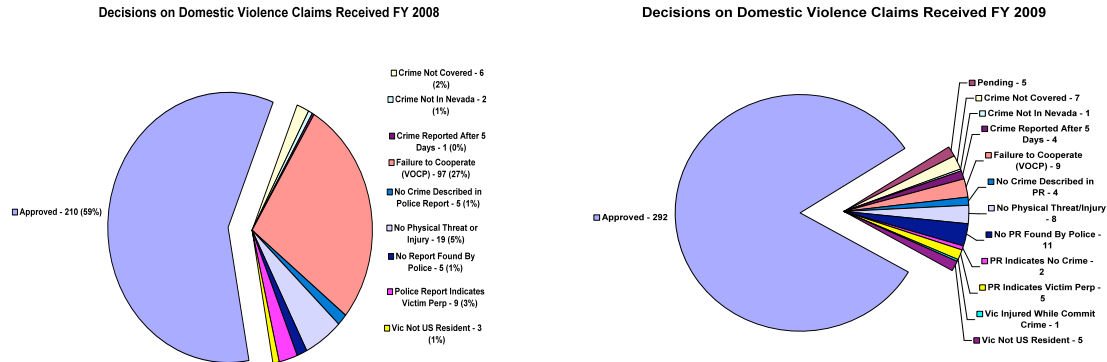


The next two charts show the percentage of claims accepted, and the reasons for denial of all crime types for FY 2008 and FY 2009. The denial reason “failure to cooperate” was the catchall for claims where the victim did not follow through on the application process. The new streamlined application process has virtually eliminated this as a basis for denial.

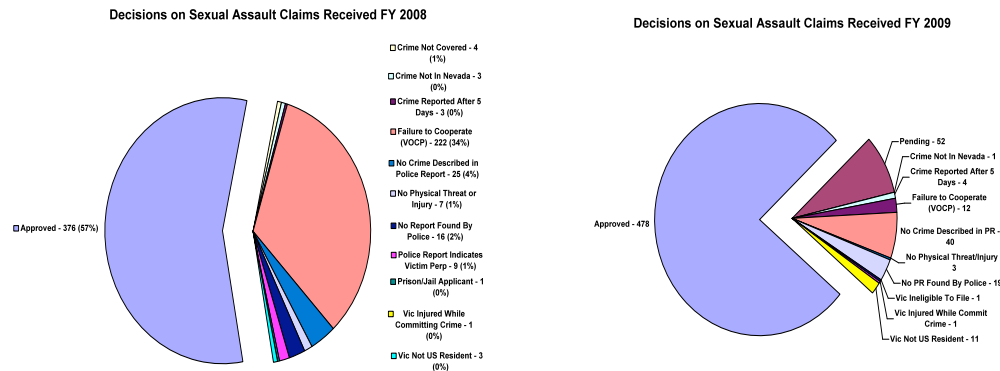


## Domestic Violence and Sexual Assault Claims

Domestic violence and sexual assault claims have seen substantive changes in issues involving contributory conduct over the last year. This, combined with new procedures has dramatically increased the acceptance of these claims. The following charts show the increased acceptance rates over the last two fiscal years. The next two charts compare acceptance and reasons for denials in domestic violence claims from FY 2008 to FY 2009.



These two charts compare acceptance rates and reasons for denial in sexual assault claims from FY 2008 to FY 2009.

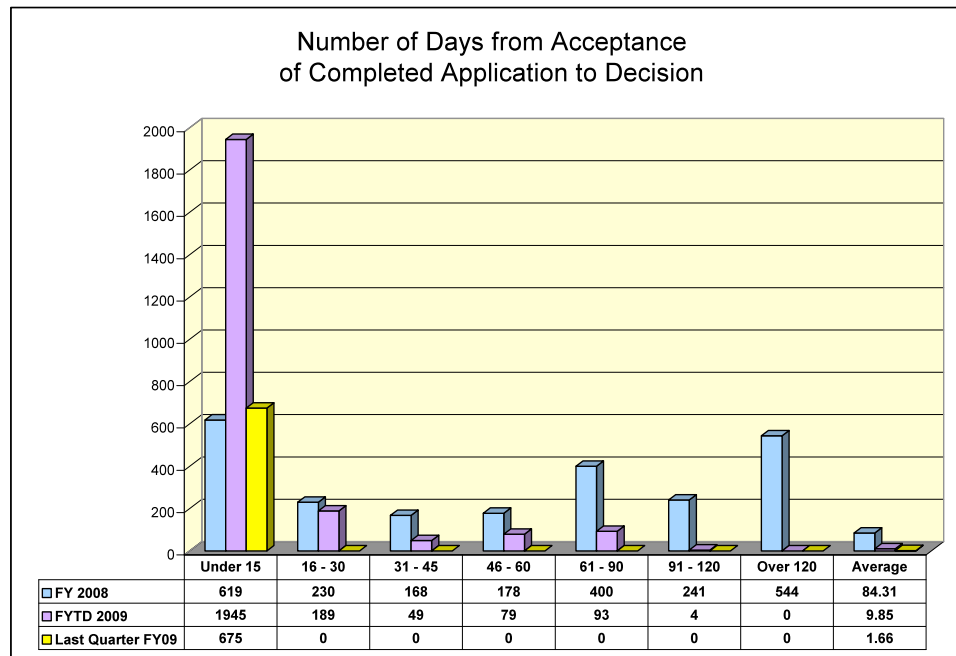


## Timeliness of VOCP Decisions

Acceptance rates have improved dramatically as a consequence of new policies, procedures, and practices of the VOCP, over the last year. The biggest single reason for this improvement is the changes to the VOCP application process that gathers more critical information up front, thereby eliminating the need to interview the victim prior to making a determination. Additional new forms and procedures help insure that all the

information needed is gathered and entered into the VOCP claims management system quickly. This allows for faster reviews by decision makers.

As the following chart shows claim decisions are made within 2 days of receipt of a completed application and police report. This is down from 84 days in FY 2008.



### VOCP Revenues

Finally, VOCP revenues have been growing every year, although this is expected to slow down and even regress depending on economic conditions. In addition to the annual Department of Justice, Victim of Crime Compensation Grant, this year the VOCP also received a supplemental grant under the nations "Stimulus Program". This stimulus grant totaled \$544,273 giving the VOCP record revenues of **\$10,906,461.75**

#### FY2009 Revenue Sources and Amounts

Based on Federal Fiscal Year October 1, 2008 through September 30, 2009

<b>Total Nevada Funds</b>	<b>\$8,277,188.75</b>
<b>VOCA Grant Funds FY09 &amp; FY10</b>	<b>\$2,085,000.00</b>
<b>Stimulus Funds</b>	<b>\$544,273.00</b>
<b>Total Funds Received</b>	<b>\$10,906,461.75</b>

#### FY2008 Revenue Sources and Amounts

Based on Federal Fiscal Year October 1, 2007 through September 30, 2008

<b>Total Nevada Funds</b>	<b>\$8,362,755.81</b>
<b>VOCA Grant Funds FY08 &amp; FY09</b>	<b>\$2,138,000.00</b>
<b>Total Funds Received</b>	<b>\$10,500,755.81</b>

### **FY2007 Revenue Sources and Amounts**

Based on Federal Fiscal Year October 1, 2006 through September 30, 2007

<b>Total Nevada Funds</b>	<b>\$6,499,432.32</b>
<b>VOCA Grant Funds FY07 &amp; FY08</b>	<b>\$2,350,000.00</b>
<b>Total Funds Received</b>	<b>\$8,849,432.32</b>

### **FY2006 Revenue Sources and Amounts**

Based on Federal Fiscal Year October 1, 2005 through September 30, 2006

<b>Total Nevada Funds</b>	<b>\$5,390,314.11</b>
<b>VOCA Grant Funds FY06 &amp; FY07</b>	<b>\$2,194,267.00</b>
<b>Total Funds Received</b>	<b>\$7,584,581.11</b>

### **Conclusion**

This report outlines some of the many accomplishments of the VOCP this year. New policy and procedural changes that have resulted in dramatic improvements to our process of reviewing and approving victim's applications, and paying medical and other crime related expenses.